

DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF ECONOMIC SUPPORT
ADMINISTRATOR'S MEMO SERIES
99-01

NOTICE
January 25, 1999

DISPOSAL DATE: Ongoing

RE: NEW CHILD CARE
PERFORMANCE
STANDARDS

To: County Departments of Human Services Directors
County Departments of Social Services Directors
County Economic Support Managers/Supervisors
W-2 Agencies
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors
DES Bureau/Office Directors
Area Administrators/Assistant Area Administrators
Section Chiefs

From: J. Jean Rogers /s/
Administrator

The purpose of this memo is to establish a new performance standard for administration of the child care subsidy program. Since agencies have raised concerns about the inconsistency of the child care eligibility processing standards with the Wisconsin Works (W-2) processing standards, the Division is changing the child care performance standard that identifies the length of time that agencies have to process child care applications. There were four standards identified in Administrator's Memo 98-16. Only the first standard relating to child care eligibility processing has been changed. Our Division is monitoring general compliance with child care performance standards through review of sample cases monthly.

The Division expects local child care administrative agencies to comply with the following four standards:

1. The agency has seven working days to determine child care eligibility. The agency may extend the seven working days' time limit for a person for whom compliance with providing the needed verification items would be unduly burdensome. The agency may determine when an extension is warranted and then allow up to an additional 30 days from the initial request for child care. Agencies are urged to inform applicants to contact the agency if they are having difficulty getting verification items back in time for the agency to meet the seven working days' requirement. Notification would allow for an extension of the seven working days' requirement for applicants, when necessary. If an

extension is given to an applicant, case comments should indicate the reason for the extension and the length of the extension so that monitoring efforts will not penalize the agency for allowing extensions.

2. Child care authorizations shall be issued and mailed or delivered to the parent and the provider within two days of confirmation of eligibility.
3. For changes in ongoing child care cases (including review of eligibility, changes in hours, employment changes, and changes in provider), child care authorizations shall be mailed or delivered to the parent and provider within two days of confirmation of the review.
4. Parents and providers who contact the county or W-2 agency by phone shall reach an agency employee or be able to leave a message and shall receive a response within two days.

REGIONAL OFFICE CONTACT: Area Administrator

CENTRAL OFFICE CONTACT: Dave Edie, Director
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